



<u>Committee and Date</u>	<u>Item</u>
Communities Overview Committee	
25 November 2019	
	<u>Public</u>

## **Draft terms of reference for a review of working with Shropshire communities**

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### **Summary**

This report presents the committee with the draft terms of reference for a review of working with Shropshire communities.

### **Recommendations**

Members are asked to consider the draft terms of reference, suggest any amendments or updates and agree to the review.

### **Opportunity Risk Assessment**

Working with communities across Shropshire is an essential function that the Council and other public sector organisations need to fulfil. There are a number of models and approaches that can be deployed, and the continued developments in technology increase those opportunities.

### **Financial Assessment**

Although there are no direct financial impacts from this report, it is possible that should any recommendations arising from the work be accepted, there could be some funding required.

### **Report**

#### **Context**

At Council on the 20<sup>th</sup> September 2018 the following motion was agreed:

*Shropshire Council has an important role in supporting communities across the county. Resilient communities enhance the quality of life, promote wellbeing and*

*reduce costs to the social care and health sectors. Some elements of this support have come under financial pressure as a result of the wider need for the Council to make savings from its revenue budget.*

*This Council requests the appropriate Overview and Scrutiny Committee/s to look at this through a Task and Finish Group and devise a strategy for engaging with the diverse communities of the County and use this work to inform a report by the Chief Executive.*

This terms of reference sets out a plan of work to address the following question:

“What should Shropshire Council’s coherent model of engaging communities be?”

## **Objectives**

- To research and evaluate different models of engaging communities
- To seek feedback from communities, voluntary community and social enterprises and town and parish councils on their views of effective engagement that reaches all areas of communities
- To identify where Shropshire Council reaches into households e.g. Council Tax emails or paper bills, and what opportunities exist to share messages or signpost to messages
- To learn from other similar councils and from neighbouring councils in Wales about their approaches to engaging communities and their learning
- To identify a preferred model for Shropshire Council
- To recommend a framework for engaging communities based on evidence of what works and is best for Shropshire.

## **Information required**

- Different models of engaging communities including the pro’s and con’s
- Examples of effective engagement mechanisms for different situations and audiences – including digital, face to face and event based approaches
- Information on the MyShrophire portal and the Member portal and the opportunities these provide to engage with communities
- Approaches and options for engaging with communities including those who are hardest to get involved
- The potential for engaging
- Evidence of when engaging communities takes place and the approaches used
- Evidence of models and approaches to engaging communities used by other similar councils and from neighbouring councils in Wales including how they deploy them
- Information from Town and Parish Councils
- Information from Voluntary Community and Social Enterprise Sector organisations (VCSE)
- Information on the role of local members both for Shropshire Council and for other similar councils and from neighbouring councils in Wales

## Methods

- Desktop exploration of contextual data and information – including researching models and approaches to engaging communities
- Presentations on new technology and different models and approaches to engaging all areas of communities including those who are hardest to get involved.
- Identification of any learning and best practice from other Councils and organisations
- Hearing from local members about their thoughts on their role in engaging communities and their thoughts on effective approaches
- Physical visits to other similar councils and from neighbouring councils in Wales, or virtual visits using digital technology to hold on-line meetings/discussions.
- Hearing from Town and Parish Councils, VCSE organisations, and other stakeholders to understand issues, ideas, innovation and opportunities, as appropriate
- Identification and invitation of specific witnesses

<b>List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)</b>
<b>Cabinet Member (Portfolio Holder)</b> Cllr Gwilym Butler
<b>Local Member</b> All
<b>Appendices</b>